Crisis Matrix for Support Services

CUSTOMER STATUS	POLICY	PROCEDURE	AGENCY(S)
Pre-Crisis	Make adjustments to the plan to meet increased and/or critical needs. This may mean suspending some services to address more urgent needs.	• The Brokerage should work with the individual and family to determine and advise how existing resources can be re-structured to address the emerging crisis issues. • The individual continues to have choice of services and supports. • Making changes to the plan is not mandatory.	Brokerage
	The BSCI should be administered when appropriate.	The criterion for Supplement to Base does not change and continues to be based on long-tern needs and circumstances.	
	The individual's plan must stay within the benefit level.	• The benefit level cannot be exceeded and plan year remains the same. • Funding should not be exhausted prior to the end of the plan year if there is a need for on-going paid support for the entire plan year.	
	Regional Crisis Program may be consulted.	The Regional Crisis Program staff may be available to assist with consultation and resource identification.	Brokerage/Regional Crisis Program

Effective: 5/1/11

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Crisis – Intent is that the individual will remain in Support Services	The Brokerage will make an internal assessment of crisis eligibility prior to asking for eligibility determination from the Regional Crisis Program. Reference: OAR 411-320-0160	Brokerages should have an internal discussion around whether the situation meets crisis criteria. PA should not request the Regional Program to determine crisis status before the internal Brokerage discussion has occurred.	Brokerage
	The Regional Crisis Program determines crisis eligibility in accordance with OAR 411-320-0160.	The **Mandated Caseload/Crisis Intake & Referral Form** is completed according to the Region's process.	Regional Crisis Program/Brokerage
	Plan adjustments/revisions should be made to address the crisis needs. The plan must stay within the benefit level.	The use of Support Service funding should be prioritized to address the crisis. • Funds must be utilized in a way that will last through the plan year. • Other supports in the plan may continue as long as the crisis issues are addressed. • If the customer refuses to revise the plan to address the crisis issues, crisis eligibility is terminated. • Brokerage staff will monitor the situation and continue to suggest ways to address the customer's issues. ** If necessary, due to health and safety risks, the Brokerage will take needed protective service actions. The CDDP will be notified and will initiate an investigation when warranted.	Brokerage Regional Crisis Program for consultation. *The Regional Program or the Brokerage, by agreement, **must** contact the CDDP, prior to placement, for permission to use an AFH for respite or crisis . ** CDDP – Investigation. Brokerage – Protective Service Actions

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	If the individual needs additional in-home supports beyond the available benefit, DD 44 can be used in accordance with current policies. Reference: SPD-PT-10-036; SPD-PT-10-040; SPD-PT-10-041.	Whenever possible, the Brokerage will try to identify qualified providers to use for the increased support. Rate differentials between Support Services and Crisis Services are an issue. The Regional Crisis Program and the CDDP should work with the Brokerage to identify qualified staff. Brokerages will verify provider qualifications. If the provider has not completed FI paperwork for the Regional Crisis Program, the Region will provide the Brokerage with the necessary paperwork to be completed and returned prior to the provider starting work.	Brokerage Regional Crisis Program CDDP
	If the individual needs temporary out of home placement to address the crisis, DD 44 can be used in accordance with current policies. Refer to SPD-PT-10-041	• The Regional Crisis Program and the CDDP will follow their procedures to identify a crisis placement. • The Brokerage will complete the Support Service Plan of Care Crisis Addendum. • The Brokerage will coordinate the entry staffing into the crisis provider home. • The Brokerage will continue case management services to include monitoring that the individual is	Brokerage Regional Crisis Program CDDP

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		receiving services needed to remediate the crisis and providing documentation related to the DD 44 funds.	
Crisis - Plan is to Transition to Comprehensive Services	The brokerage should notify the CDDP of individual's county of residence as soon as the brokerage has concerns that the individual's on-going needs may not be met through Support Services. The actual determination that the individual's needs cannot be met through Support Services is made by the Brokerage and the Regional Crisis Program. If the CDDP does not agree that the individual needs comprehensive level services, the case is presented to SPD.	At the point that the Brokerage has determined that the individual's needs cannot be met through Support Services the Brokerage, Regional Crisis Program and CDDP should start transfer planning. A decision is made taking into consideration factors such as immediate health & safety needs, availability of resources and coordination of assessments. The individual may: • Stay in his/her home with enhanced funding until a SIS/SNAP is completed or until permanent placement is found, or • The individual may be moved to out of home placement due to eminent health and safety reasons.	Brokerage Regional Crisis Program CDDP
	A SIS/SNAP is requested, as needed.	A SIS or SNAP is requested by the Regional Crisis Program.	Regional Crisis Program

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	The entity providing case management at the time of the SIS/SNAP (CDDP or Brokerage) will coordinate the respondent group.	The case management entity will coordinate the respondent group. The PA will participate in the assessment when they are a valid respondent, even when the individual has transferred to target case management with the CDDP.	CDDP or Brokerage
	There must be a timely exit from Support Services and entry in comprehensive services. The Brokerage, Regional Crisis Program and CDDP will agree upon the date for transition. Support Service funds cannot be substituted for DD 44 funds while the customer is waiting to enter comprehensive services. Support Service spending must be maintained at a level that allows funding for the entire plan year.	• When the individual is receiving enhanced supports in his/her home, the Brokerage will work with the Regional Crisis Program and the CDDP to coordinate a reasonable and plan full transition from Brokerage to CDDP case management. • The individual should be transferred to CDDP targeted case management within 10 working days of out of home placement when there is no intent to remain in Support Services. Extension to this time frame must be approved by SPD.	Brokerage CDDP
	The development of services and supports in comprehensive services should be in accordance with current SPD policies and procedures.	The identification of potential comprehensive providers should be completed in accordance with the existing policies and procedures of the Regional Crisis Program and CDDP involved in the transition.	CDDP Regional Crisis Program Brokerage

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		The Brokerage coordinates the information needed for the referral to the potential providers.	